

SECRET

COINS

USERS COMMENTS AND SUGGESTIONS

JUNE 1972

1. The comments and suggestions received from COINS users during June 72 have been listed in two separate sorts.

SORT I - Subject Code

- 1 - Files, currently available, comments
- 2 - New file requirements, comments
- 3 - Training and users support
- 8 - Service, comments

SORT II - Comments by Originating Agency Not included.
Reply en

2. Comments and suggestions from users should not go unanswered. COINS Managers, Panel Chairmen, and Members of various COINS panels should make every effort to insure that users are given a prompt answer. Answers will be recorded in future listing of this report adjacent to the appropriate comment or suggestion.

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ATTACH 4

COINS INDICES
BY
INDEX

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COINS
USERS UTILITY INDICIES
For
JUNE 1972

CAUTION

CAUTION

CAUTION

NOTICE:

1. These are the first results of an R&D effort currently being conducted by the COINS Project Management Office to find a method for regularly (e.g., monthly).
 - a. Obtaining and reporting measures of the utility of COINS service with minimum burden on the users.
 - b. Identifying and cataloging comments, concerns and suggestions of users for improving COINS service.
2. The objectives of this meeting are:
 - a. To determine how meaningful and useful these figures and comments are to the managers.
 - b. To identify areas for improvement.
3. The reports submitted from some organizations were not as complete as desired. In addition the following organizations were NOT requested to submit a report for June 1972, but they will be requested to submit a report in the future.

NPIC (OUT OF NETWORK DURING JUNE)
AFIN
CONAD
PACOM (CINCPAC, CINCPACFLT, PEC, CINCUSARPAC, FICPAC)

4. The information has been indexed by:
 - a. index
 - b. organizations, alphabetical
 - c. file, alphabetical by agency and file.

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